



Enable Order Fulfillment and Revenue Recognition

The software industry is undergoing a dramatic transformation due to a multitude of factors such as the growing popularity of open source, and increasing adoption of Software as a Service (SaaS). With the result, companies are challenged with complexities, including management of multi-channel order capture and efficient configuration of licenses and services for contract-based pricing. Oracle's host of pre-integrated solutions are uniquely positioned to combat these challenges.

Software companies have to constantly transform themselves to cope with the emerging needs of customers for multi-channel sales interactions. While product and service configurations are getting more complex, customers demand easy-to-understand bundles, pre-configured licenses, and the ability to configure and order solutions as per their unique requirements. Software companies are also under pressure to improve the efficiency of their order-to-cash systems and processes for products and services across multiple customer-ordering points, including channel partners. There is also the constant pressure to recognize revenue inline with regulatory requirements. Oracle provides you with applications to:

- Capture license and service orders across multiple channels
- Configure licenses and services with contract-based pricing and billing
- Recognize revenue in compliance with VSOE Carve-outs and support for FAS-52 and SOX.

Capture license and service orders across multiple channels

One of the distinct challenges arising from advancement in technology is that customer orders do not follow a systematic pattern of being received by phone, fax or business mail. They have to be consolidated from different sources, including Web stores, call centers, sales quotes and customer systems. Hence, companies need to be able to efficiently manage multi-channel order capture, and importantly, ensure fulfillment.

Oracle's solutions enable effective data capture from a variety of channels such as the Web, phone, retail and reseller. They support consumers across all channels and provide an integrated view of each customer. Oracle's unique capabilities for Web-based selling include optimized B2B and B2C checkout flows, improved order tracking user experience and streamlined customer or partner ordering. Oracle's applications provide improved install-base and service contracts integration, and support companies to quote across multiple business units. Their key capabilities include enhanced Advanced Technology Programs, configurable defaulting rules and support for recurring charges. Oracle's solutions for the software industry support dynamic target solution bundles and capture of license and service orders across multiple channels. With Oracle, you are empowered to reduce product delivery times and channel management costs associated with existing custom solutions, and drive consistent communication between all the networks by eliminating disparate systems.

"The Siebel solution has exceeded our expectations. We can grow to a million seats of software and a billion dollars of revenue—and virtually do anything imaginable as a company for the next five to ten years—without having to consider a different solution."

Jim Chilton

Vice President IT

SolidWorks Corporation

Configure licenses and services with contract-based pricing and billing

With orders being captured and processed from multiple channels, companies are constantly faced with the difficulty of being able to configure the right licenses and service offerings, so as to offer the right contract price to the customers.

Oracle solutions for configuration management provide the ability to configure license and service agreements by supporting a variety of pricing policies, including account-specific, bundled and contract pricing. It allows for dynamic configuration of solutions at run-time, including addition, deletion and individual configuration of software licenses and service offerings for specific customers. It also supports certain pre-configured software solutions such as deriving the final solution by combining licenses and service offerings. Oracle's applications allow for accurate, dynamic contract pricing, owing to its unique pricing engine. This draws upon the various hierarchies in the product and service offerings to derive the right contract billing.

Oracle's applications enable the much-needed contract expiration alerts, which allow you to convert contracts on the verge of expiry into sales opportunities. In the case of high-volume electronic renewals, Oracle's solutions allow for automatic renewal of contracts based on pre-defined rules. Oracle's market-leading solutions also enable you to deliver SaaS.

Recognize revenue in compliance with VSOE Carve-outs and support for FAS-52 and SOX

Revenue recognition in today's regulatory and business environment involves sophisticated revenue scheduling and allocation, Vendor-specific Objective Evidence (VSOE) carve-outs and Sarbanes-Oxley compliance. Thus having a common system for global compliance is key to reducing complexity.

Oracle's Financial Consolidation Hub (FCH) brings together financial data from disparate sources to create a single, global view of financial results. It provides various cutting-edge capabilities, including drill-down capabilities from the consolidated entry to the source transaction; ability to monitor the consolidation process during the close process and tracking the financial statements certification status through the integration with the Oracle Internal Controls Manager. Oracle's Internal Controls Manager prevents violations from the start in the Statement of Direction, which reduces potential financial and operational risk, and increases reliability of security controls. Oracle's FCH and ICM work together to manage financial performance and compliance for your enterprise.

Oracle's solutions for the software industry support daily, rule-based revenue recognition. Oracle delivers a comprehensive governance, risk, and compliance platform that works across diverse applications and provides end-to-end controls and reports. By presenting a holistic picture of enterprise risks and controls, Oracle GRC solutions help organizations transform seemingly mundane regulatory compliance projects into opportunities to create competitive advantages.

Oracle's end-to-end solution

Oracle's solutions for the software industry support the full lifecycle of project management with a single, accurate view of all project-related data and activities. This leads to optimized resource allocation, accelerated project execution, reduced operational costs and enhanced customer loyalty.

Contact Us

To learn more, call +1.800.ORACLE1 to speak to an Oracle representative or visit oracle.com/industries/software

Outside North America, visit oracle.com/corporate/contact to find the phone number for your local Oracle office.

Did you know?

- **All of the top 25** Electronic OEMs run Oracle Applications (Electronic Supply & Manufacturing)
- **8 of the top 10** Semiconductor companies run Oracle Applications (Electronic Business)
- **14 of the top 25** High Tech Distributors run Oracle Applications (Electronics Supply & Manufacturing)
- **All of the top 10** Fabless Semiconductor companies run Oracle Applications (Fabless Semiconductor Association)
- **8 of the top 10** Electronic Manufacturing Services (EMS) companies run Oracle Applications (Manufacturing Marketing Insider)
- **22 of the top 25** Software companies run Oracle Applications (Software Magazine)
- **9 of the top 10** Consumer Electronic companies run Oracle Applications